



COMPANION TO THE ZENKUL TERMS AND CONDITIONS

Refund and Cancellation Policy

*When money paid in connection with the Zenkul platform can be refunded
— and who decides.*

Zenkul

Trading name of the sole proprietorship concern of Mr. Gulshan Kumar

GSTIN	09EQQPK0683D1ZJ
PAN	EQQPK0683D
Udyam Reg. No.	UDYAM-UP-62-0061171
Principal place of business	Building No. 19, Samspur Road, Chak Neknampur, Salon, District Raebareli, Uttar Pradesh – 229127, India
Email	support@zenkul.com
Web	www.zenkul.com

Effective date

15 September 2026

Version

1.0

Document

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This policy explains when money paid in connection with the Zenkul platform can be refunded. It supplements, and does not override, the **Zenkul Terms and Conditions** — where anything here differs from the full Terms, the full Terms apply.

1. Two kinds of money, two different answers

Zenkul is used for two entirely separate flows of money. They are never combined, and a problem with one is never a reason to withhold or delay the other.

	Who pays whom	Who this is written for
Subscription Fees	Your school or trust pays Zenkul , for use of the software	School administrators — see Clause 2
School Fees	Parents and students pay your school , through a Payment Partner Zenkul connects you to	Parents, and schools handling a refund request — see Clause 3

2. Subscription Fees — what your school pays Zenkul

2.1 General rule — non-refundable. Except as set out in Clause 2.2, Subscription Fees once paid are non-refundable. This includes early voluntary termination, reducing Seats mid-Billing-Period, non-use of the Platform, and suspension or termination for the Subscriber's own breach of the Terms.

2.2 When a pro-rated refund is given. Zenkul will refund prepaid Subscription Fees for the unexpired part of the then-current period only where:

- (a) Zenkul commits a material breach of the Terms and fails to cure it within thirty (30) days of written notice, and the Subscriber terminates for cause (Terms Clause 22.4);
- (b) a Force Majeure event stops Zenkul delivering the Platform for more than sixty (60) continuous days and either party terminates (Terms Clause 23.3);
- (c) Zenkul itself terminates a Module or the Terms because the Platform becomes, or is likely to become, subject to an infringement claim (Terms Clause 20.4);
- (d) Zenkul adds a sub-processor, the Subscriber objects on reasonable data-protection grounds, no resolution is reached, and the Subscriber terminates as a result (Terms Clause B7.2); or
- (e) a refund is expressly required by Applicable Law.

No other circumstance gives rise to a subscription refund.

2.3 Price revisions. If Zenkul revises Subscription Fees, the Subscriber receives thirty (30) days' notice and may cancel before the new price takes effect. Choosing not

to accept a price revision and cancelling instead does **not** entitle the Subscriber to a refund of amounts already paid.

2.4 Trial period. The seven (7) day Trial Period is provided free of charge — nothing is charged during it, so there is nothing to refund. Institutional Data uploaded during an unconverted Trial Period is retained for thirty (30) days after expiry and is then permanently deleted.

2.5 How to request an eligible refund. Email support@zenkul.com from the Account's registered email address, stating the Account or Organisation name and the reason for the request. An approved refund is paid to the same account the Subscription Fees were originally paid from, within fifteen (15) business days of approval.

KEEP THESE SEPARATE

What your school pays Zenkul for the software, and what parents pay your school in school fees, are two completely different things. See Clause 3 for the second.

3. School Fees — what parents pay your school

ZENKUL NEVER HOLDS SCHOOL FEES

3.1 School fees collected through the Platform go directly to your school's own account through a Payment Partner. Zenkul does not receive, hold, pool or settle these funds at any point (Terms Clause 11.1).

3.2 Refunds of school fees are between the school and the payer. Whether a fee is refunded, how much, and how fast, is decided entirely by **your school** — not Zenkul. Zenkul does not approve, process or guarantee any refund of a school fee, and has no liability if one is delayed, disputed or refused (Terms Clauses 11.4 and 11.10).

3.3 If you are a parent asking for a refund. Please contact your school directly — Zenkul cannot action this. If your school approves a refund, it is issued through the Payment Partner back to your original payment method, on whatever timeline the Payment Partner's settlement cycle allows.

3.4 Failed, delayed or duplicate payments. If a payment fails, does not reflect, or is deducted more than once, contact your school and your bank or the Payment Partner. Zenkul cannot reverse, refund or release a payment on its own (End-User Terms Clause 5.3).

3.5 Chargebacks and payment disputes. Chargebacks and payment disputes are handled between the school, the payer and the Payment Partner under the Payment

Partner's own dispute process. Zenkul is not a party to them and is not liable for their outcome.

4. Questions about this policy

A complaint about a specific fee amount or refund decision is for your school to resolve. Questions about this policy itself come to us:

Mr. Gulshan Kumar

Proprietor, Zenkul

Email: support@zenkul.com

Address: Building No. 19, Samspur Road, Chak Neknampur, Salon, District Raebareli, Uttar Pradesh – 229127, India

Hours: Monday to Saturday, 10:00–18:00 IST, excluding public holidays

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This Policy is governed by Indian law, and the courts at **Raebareli, Uttar Pradesh** have exclusive jurisdiction, consistent with the Terms and Conditions.

END OF REFUND AND CANCELLATION POLICY

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